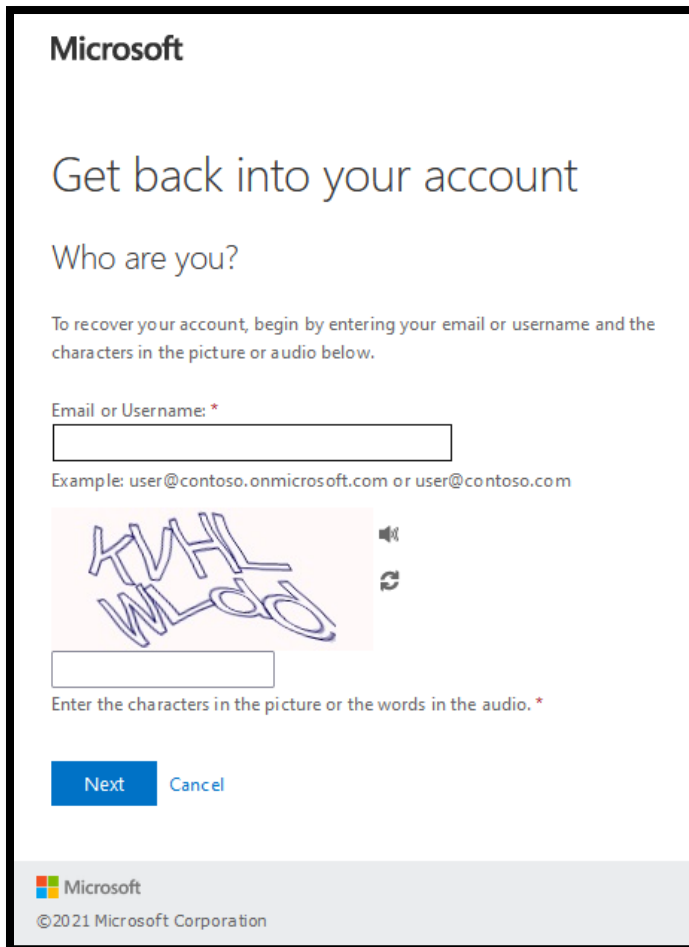


Resetting Your Password:

1. If you need to reset your password, navigate to <https://passwordreset.microsoftonline.com/>



The screenshot shows the Microsoft account recovery page. At the top left is the Microsoft logo. Below it is the heading "Get back into your account" and the question "Who are you?". A sub-heading reads: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field labeled "Email or Username: *". Below the field is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". A captcha image shows the words "ATVHL" and "WLODD" in a stylized font. To the right of the image are a speaker icon and a refresh icon. Below the image is another text input field. Below the field is the instruction: "Enter the characters in the picture or the words in the audio. *". At the bottom of the form are two buttons: "Next" (highlighted in blue) and "Cancel". At the very bottom of the page is the Microsoft logo and the copyright notice "©2021 Microsoft Corporation".

2. Enter your company email address and the generated captcha image on your screen and click "Next"
3. Enter the phone number that you created when registering your account and click "Text"

Carle Health

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****90) below. You will then receive a text message with a verification code which can be used to reset your password.

123-456-7890

[Text](#)

4. Enter the code sent to your phone and click "Next"
5. After you successfully verify your phone recovery option, repeat that process with the security questions.

Carle Health

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

- Answer my security questions

What is the name of a college you applied to but didn't attend?
Example3

What was the name of your childhood hero?
Example2

What is your Employee ID?
Example1

[Next](#) [Contact your administrator](#)

6. Enter a new password and click "Finish"

CarleHealth

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

7. You will see this screen confirming that the process has been completed if you reset your password.

CarleHealth

Get back into your account

✓ Your password has been reset

8. Attempt to log back into <https://portal.office.com> to validate that your password has been reset.